

THE BERKSHIRE GAS COMPANY

SERVICE QUALITY REPORT

For

CALENDAR YEAR 2003

D.T.E. 04 - 13

March 1, 2004

SECTION ONE

Form A

Page I-1	Penalty Provision Requirements
Page I-2	Additional Reporting Requirements

Form A

The Berkshire Gas Company

Calendar Year 2003

Penalty Provisions	Years In Database⁽¹⁾	Mean and Benchmark	Performance in 2003	Comments
Telephone Answering Factor (Calls handled within 40 and 45 sec.)	2	Mean - 78.37 %	83.78 %	The Company now maintains three years of data for this measure so that a performance benchmark may now be established. As reflected at pages II-1 and III-1, the Company has satisfied data collection and reporting requirements for other telephone service factors including the Department-mandated 20-second standard.
		Bench - NA		
Emergency Calls (Calls handled within 40 sec.)	2	Mean - 99.50%	99.73	No benchmark was established for this measure by the D.T.E.
		Bench - NA		
Service Appointments Met As Scheduled	1 ⁽²⁾	Mean - 100 %	99.77 %	No benchmark was established for this measure by the D.T.E.
		Bench - NA		
On-Cycle Monthly Meter Reads	3	Mean - 99.14 %	99.38 %	The Company's performance satisfied the established benchmark.
		Bench - 98.83 - 99.45 %		
Consumer Division Cases	11	Mean - 48.9 Cases	13	The Company's performance exceeded the established benchmark.
		Bench 31.0 - 66.8 Cases		
Billing Adjustments (\$ per 1000 Residential Customers)	11	Mean - \$99.68	\$14.98	The Company's performance satisfied the established benchmark.
		Bench - \$0.00 - \$205.04		
Lost Time Accident Rate - # of Acc. per 200,000 Employee Hrs	8	Mean - 11.09	4.00	The Company's performance exceeded the established benchmark, which resulted in the lowest number of cases in the nine years of available data.
		Bench - 8.21 - 13.97		
Response to Odor Calls	2	Mean - NA	99.80 %	The Company's performance exceeded the performance standard established by D.T.E..
		Bench - 95 %		

Note: (1) This column represents historical data for measures that the Company maintained through calendar year 2002. Monthly data for these measures has been presented in previous Service Quality Reports for the Company.

(2) The Company was not able to collect this data accurately until early 2002 with the resolution of certain software concerns. In an effort to be responsive, the Company had previously attempted to develop a proxy for this measure which was filed in the 2001 Service Quality Report.

Form A

The Berkshire Gas Company

Calendar Year 2003

Additional Reporting Requirements	Years In Database ⁽¹⁾	Mean and Benchmark	Performance in 2003	Comments
Staffing Levels	NA	Mean – 59.51 ⁽²⁾	63	Mean is calculated consistent with the D.T.E.'s February 6, 2003 memorandum and reflects union positions associated with the Company's regulated utility operations as also reflected in the Company's base rates. See D.T.E. 01-56 (2002). The Company notes that this standard is calculated consistent with G.L. c. 164, §1E and reflects changes made pursuant to collective bargaining agreements and other Department decisions.
		Bench - NA		
Restricted Work Day Rate -# of Days/ 200,000 Emp. Hrs	2	Mean – 75.26	77.25	No benchmark was established for this measure by the D.T.E.
		Bench - NA		
Property Damage Claims Greater than \$5000	1	Mean – NA	\$0.00	No benchmark was established for this measure by the D.T.E.
		Bench - NA		
Unaccounted For Gas Percentage (MCF)	11	Mean - .45 %	0.87%	No benchmark was established for this measure by the D.T.E.
		NA		
Capital Expenditures Total Dollars	10	Mean (Budget) \$3,088,841	\$2,366,209	No benchmark was established for this measure by the D.T.E.
		Mean (Actual) \$2,892,576	\$2,167,656	
Spare Component & Inventory Policy	NA	Mean - NA	NA	The Company's "Spare Component and Acquisition Inventory Policy and Practice" was presented as Attachment RM-4 to the Company's calendar year 2001 Service Quality Report. The Company has not amended these policies.
		Bench - NA		

Note: (1) This column represents historical data for measures that the Company maintained through calendar year 2002. Monthly data for these measures has been presented in previous Service Quality Reports for the Company.

(2) See response to AG 2-1 in DTE 03-11.

Form A				
The Berkshire Gas Company			Calendar Year 2003	
Penalty Provisions	Years In Database	Mean and Benchmark	Performance In 2003	Comments
Customer Survey – Random Calls	1	Mean - NA	5.6	No benchmark was established for this measure by the D.T.E. See report of independent survey firm in Section IV.
		Bench - NA		
Customer Survey – Contact Satisfaction	1	Mean - NA	6.0	No benchmark was established for this measure by the D.T.E. See report of independent survey firm in Section IV
		Bench- NA		
Accidents	1	Mean - NA	0	No back up data is included in this filing as the Company experienced no accidents in calendar year 2003. The Company reports accidents consistent with the requirements of G.L. c.164, §95.
		Bench - NA		
Cust. Service Guarantees (#, total \$)	1	Mean - NA	Total # - 29	Standard and penalty established by D.T.E.
		Bench - N/	Total \$ - \$725.00	

Note: (1) This column represents historical data for measures that the Company maintained through calendar year 2002. Monthly data for these measures has been presented in previous Service Quality Reports for the Company.

SECTION TWO

HISTORIC INFORMATION

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Historic Performance Telephone Service Response

Measure : Total Telephone Calls Answered within 40 & 45 Seconds

	% of Calls
Year	Answered
2001	75.44%
2002	81.29%

Standard Deviation	4.14
Historic Average	78.37%

Measure : Non - Emergency Telephone Calls Answered within 45 Seconds

	% of Calls
Year	Answered
2001	74.88%
2002	80.67%

Measure : Emergency Telephone Calls Answered within 40 Seconds

	% of Calls
Year	Answered
2001	100.00%
2002	98.99%

Standard Deviation	.71
Historic Average	99.50%

**Historic Performance
Telephone Service Response**

Measure : Total Telephone Calls Answered within 20 Seconds

	% of Calls
Year	Answered
2002	68.50%

Measure : Non - Emergency Telephone Calls Answered within 20 Seconds

	% of Calls
Year	Answered
2002	67.60%

Measure : Emergency Telephone Calls Answered within 20 Seconds

	% of Calls
Year	Answered
2002	95.15%

**Historic Performance
Service Appointments Met
2002**

Year	YTD
2002	100%

Note: The Company was not able to collect this data accurately until early 2002 with the resolution of certain software concerns. In an effort to be helpful, the Company had previously attempted to develop a proxy for this measure which was filed in the 2001 Service Quality Report.

**Historic Performance
On-Cycle Monthly Meter Reads**

Year	% of Actual Reads
2000	98.93
2001	99.00
2002	99.49

Standard Deviation	0.31
Historic Average	99.14

**Historic Performance
Consumer Division Cases
As Reported by DTE**

Year	Number of Cases
1992	65
1993	41
1994	72
1995	46
1996	30
1997	46
1998	47
1999	77
2000	45
2001	20

Standard Deviation	17.9
Historic Average	48.9

Year	Number of Cases
2002	19

**Historic Performance
Billing Adjustments
Per 1000 Residential Customers
As reported by DTE**

Year	Total Res. Billing Adjustments	Total Res. Customers	\$ Adjust Per 1000 Res. Cust
1992	2170.31	27435	\$79.11
1993	158.88	27683	\$5.74
1994	7349.19	27936	\$263.01
1995	7709.04	28317	\$272.24
1996	684.15	28583	\$23.94
1997	1318.42	28609	\$46.08
1998	1830.97	28719	\$63.75
1999	6005.81	29541	\$203.30
2000	1167.77	29532	\$39.54
2001	0.00	29527	\$0.00

Standard Deviation	\$105.36
Historic Average	\$99.68

Year	Total Res. Billing Adjustments	Total Res. Customers	\$ Adjust Per 1000 Res. Cust
2002	\$0.00	29398	\$0.00

**Historic Performance
Lost Time Accident Rate
Accidents per 200,000
Employee Hours**

YEAR	Measurement per Year Lost Work Time Accident Rate
1995	9.11
1996	11.83
1997	6.46
1998	11.59
1999	10.59
2000	14.84
2001	14.90
2002	9.36

Standard Deviation	2.88
Historic Average	11.09

**Historic Performance
Response to Odor Calls**

Year	% of Odor Calls Responded to \leq 1 Hour
2001	99.75%
2002	99.93%

Note: The Company is aware that historic performance is not determinative of a benchmark.

**Historic Performance
Staffing Levels**

Year	Mean
1997	59.51

Note: Consistent with the Department's February 6, 2003 instructions in docket D.T.E. 99-84, the Company developed the mean staffing levels for union employees presented herein consistent with the requirements of G.L. c. 164, §1E. Specifically, Section 1E provides that distribution companies that file performance based rate ("PBR") filings may make staff reductions from November 1997 levels either pursuant to the terms of a collective bargaining agreement or after D.T.E. review. Berkshire filed a PBR case in June 2001 and received Department approval for such plan on January 31, 2002. The mean was determined based upon actual allocation of employee time; as of November 1997 11.49 union employees were dedicated to non-regulated operations pursued by the Company at that time. See response to AG 2-1 in D.T.E. 03-11. By comparison, the Company's rates established in the recent PBR proceeding reflected 59.09 union employees in the regulated operation. Any reductions in staff for union employees have been consistent with the terms of the relevant collective bargaining agreement or Department decision.

**Historic Performance
Restricted Work-Day Rate**

Year	Restricted Work Day Rate
2001	138.04
2002	12.48

Standard Deviation	88.78
Historic Average	75.26

**Historic Performance
Property Damage Claims**

Property Damage Claims		
Year	Qty. Paid Out	Amount Paid Out
2002	0	\$0.00

Historic Performance Unaccounted for Gas

YEAR	Unaccounted For Gas
1992	0.10%
1993	1.00%
1994	0.80%
1995	0.20%
1996	0.40%
1997	0.20%
1998	0.00%
1999	0.20%
2000	0.20%
2001	1.40%

Standard Deviation	0.46%
Historic Average	0.45%

YEAR	Unaccounted For Gas
2002	0.00 %

Note: Data obtained from US DOT Form RSPA F7100 1-1. Historical data is presented for the twelve-month period ending June 30 in each year consistent with prior reporting practices.

Historic Performance Summary of Capital Spending

Capital Expenditures		
Year	Budget	Actual
1993	2,845,000	2,301,093
1994	2,888,000	2,365,479
1995	3,945,000	3,236,595
1996	4,190,000	3,578,820
1997	4,009,000	4,332,885
1998	2,835,000	1,981,820
1999	2,533,635	2,493,079
2000	2,615,000	2,248,418
2001	2,582,545	3,721,323
2002	2,445,225	2,666,246
Mean	3,088,841	2,892,576

**Historic Performance
Customer Survey Results**

Customer Survey (Random Calls)	
Year	Weighted Average
2002	6.1

Customer Survey (Contact Satisfaction)	
Year	Weighted Average
2002	5.9

**Historic Performance
Accidents**

Accidents		
Year	Qty. Paid Out	Amount Paid Out
2002	0	\$0.00

Historic Performance
Customer Service Guarantees

Customer Service Guarantees		
Year	Qty. Paid Out	Amount Paid Out
2002	0	\$0.00

SECTION THREE

CALENDAR YEAR 2003 SUPPORTING DATA

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Summary of Performance Telephone Service Response Data 2003

Total Telephone Calls Answered within 40 and 45 Seconds

Month	Calls Answered	Calls Answered in 40 & 45 Sec	GOS% For Month	YTD 40 & 45 Sec
Jan	6584	5008	76.06%	76.06%
Feb	5778	4473	77.41%	76.69%
Mar	6587	4959	75.28%	76.20%
Apr	7445	6681	89.74%	80.02%
May	7703	6779	88.00%	81.83%
Jun	6973	6093	87.38%	82.77%
Jul	6545	6010	91.83%	84.01%
Aug	6723	5382	80.05%	83.52%
Sep	7981	6369	79.80%	83.05%
Oct	8770	7160	81.64%	82.87%
Nov	5983	5585	93.35%	83.69%
Dec	5936	5043	84.96%	83.78%
TOTAL YTD	83008	69542		83.78%

Non-Emergency Telephone Calls Answered within 45 Seconds

Month	Calls Answered	Calls Answered In 45 Sec	GOS% For Month	YTD 45 Sec
Jan	6336	4761	75.14%	75.14%
Feb	5560	4256	76.55%	75.80%
Mar	6369	4741	74.44%	75.32%
Apr	7221	6458	89.43%	79.32%
May	7524	6601	87.73%	81.24%
Jun	6803	5923	87.06%	82.23%
Jul	6419	5885	91.68%	83.55%
Aug	6530	5189	79.46%	83.04%
Sep	7762	6150	79.23%	82.55%
Oct	8439	6830	80.93%	82.35%
Nov	5727	5330	93.07%	83.18%
Dec	5684	4791	84.29%	83.25%
TOTAL YTD	80374	66915		83.25%

Summary of Performance Telephone Service Response Data 2003

Emergency Telephone Calls Answered within 40 Seconds

Month	Calls Answered	Calls Answered in 40 Sec	GOS% For Month	YTD 40 Sec
Jan	248	247	99.60%	99.60%
Feb	218	217	99.54%	99.57%
Mar	218	218	100.00%	99.71%
Apr	224	223	99.55%	99.67%
May	179	178	99.44%	99.63%
Jun	170	170	100.00%	99.68%
Jul	126	125	99.21%	99.64%
Aug	193	193	100.00%	99.68%
Sep	219	219	100.00%	99.72%
Oct	331	330	99.70%	99.72%
Nov	256	255	99.61%	99.71%
Dec	252	252	100.00%	99.73%
TOTAL YTD	2634	2627		99.73%

Summary of Performance Telephone Service Response Data 2003

Total Telephone Calls Answered within 20 Seconds

Month	Calls Answered	Calls Answered in 20 Sec	GOS% For Month	YTD 20 Sec
Jan	6584	4217	64.05%	64.05%
Feb	5778	3707	64.16%	64.10%
Mar	6587	4179	63.44%	63.87%
Apr	7445	6079	81.65%	68.89%
May	7703	6201	80.50%	71.51%
Jun	6973	5452	78.19%	72.64%
Jul	6545	5323	81.33%	73.84%
Aug	6723	4648	69.14%	73.26%
Sep	7981	5443	68.20%	72.61%
Oct	8770	5942	67.75%	72.01%
Nov	5983	5032	84.10%	72.95%
Dec	5936	4305	72.52%	72.92%
TOTAL YTD	83008	60528		72.92%

Non-Emergency Telephone Calls Answered within 20 Seconds

Month	Calls Answered	Calls Answered In 20 Seconds	GOS% For Month	YTD 20 Sec
Jan	6336	3987	62.93%	62.93%
Feb	5560	3500	62.95%	62.94%
Mar	6369	3971	62.35%	62.73%
Apr	7221	5863	81.19%	67.96%
May	7524	6029	80.13%	70.74%
Jun	6803	5285	77.69%	71.92%
Jul	6419	5206	81.10%	73.20%
Aug	6530	4462	68.33%	72.60%
Sep	7762	5230	67.38%	71.93%
Oct	8439	5628	66.69%	71.29%
Nov	5727	4784	83.53%	72.23%
Dec	5684	4058	71.39%	72.17%
TOTAL YTD	80374			72.17%

**Summary of Performance
Telephone Service Response Data
2003**

Emergency Telephone Calls Answered within 20 Seconds

Month	Calls Answered	Calls Answered in 20 Sec	GOS% For Month	YTD 20 Sec
Jan	248	230	92.74%	92.74%
Feb	218	207	94.95%	93.78%
Mar	218	208	95.41%	94.30%
Apr	224	216	96.43%	94.82%
May	179	172	96.09%	95.03%
Jun	170	167	98.24%	95.47%
Jul	126	117	92.86%	95.23%
Aug	193	186	96.37%	95.37%
Sep	219	213	97.26%	95.60%
Oct	331	314	94.86%	95.48%
Nov	256	248	96.88%	95.63%
Dec	252	247	98.02%	95.86%
TOTAL YTD	2634	2525		95.86%

**Summary of Performance
Service Appointments Met
2003**

Date	Same Day	Not The Same Day	Total	% Done on Same Day	YTD
Jan	725	0	725	100.00	100.00
Feb	574	1	575	99.83	99.92
Mar	670	2	672	99.70	99.85
Apr	341	0	341	100.00	99.87
May	699	0	699	100.00	99.90
Jun	748	2	750	99.73	99.87
Jul	685	2	687	99.71	99.84
Aug	629	2	631	99.68	99.82
Sep	814	3	817	99.63	99.80
Oct	935	2	937	99.79	99.80
Nov	804	1	805	99.88	99.80
Dec	455	4	459	99.13	99.77

**Summary of Performance
On-Cycle Monthly Meter Reads
2003**

2003 Month	Total Reads	Estimated Reads	Actual Reads	Monthly Percentage	Measurement Period to Date
Jan-03	35062	184	34878	99.48	99.48
Feb-03	37112	184	36928	99.50	99.49
Mar-03	35201	168	35033	99.52	99.50
Apr-03	35196	198	34998	99.44	99.49
May-03	35148	196	34952	99.44	99.48
Jun-03	35230	218	35012	99.38	99.46
Jul-03	35266	230	35036	99.35	99.44
Aug-03	35151	229	34922	99.35	99.43
Sep-03	35241	277	34964	99.21	99.41
Oct-03	35294	253	35041	99.28	99.40
Nov-03	35370	260	35110	99.26	99.38
Dec-03	35475	235	35240	99.34	99.38
Total	424746	2632	422114	99.38	99.38

**Summary of Performance
Consumer Division Cases
2003
(As Reported by DTE)**

Month	Number of Cases	Year to Date Total
Jan	2	2
Feb	0	2
Mar	0	2
Apr	0	2
May	2	4
Jun	0	4
Jul	3	7
Aug	1	8
Sep	0	8
Oct	2	10
Nov	3	13
Dec	0	13

Summary of Performance
Billing Adjustments
2003
(As Reported by DTE)

Month	Total Res. Billing Adjustments	Total Res. Customers	Monthly Billing Adj Per 1000 Res Cust.	YTD \$ Adjust Per 1000 Res Cust.
Jan	0	29926	0.00	0.00
Feb	0	29950	0.00	0.00
Mar	0	29918	0.00	0.00
Apr	0	29877	0.00	0.00
May	0	29831	0.00	0.00
Jun	0	29758	0.00	0.00
Jul	447.11	29682	15.06	14.98
Aug	0	29649	0.00	14.99
Sep	0	29690	0.00	15.00
Oct	0	29836	0.00	15.00
Nov	0	29953	0.00	14.99
Dec	0	30053	0.00	14.98
Totals	447.11	29844	0.00	14.98

**Summary of Performance
Lost Time Accident Rate
2003**

Month	Hours Worked	Totals	MTD Hours per 200 Employees	Number of Accidents Monthly	Number of Accidents YTD	Accident Rate YTD
Jan	26797	26797	16666.67	0	0	0.00
Feb	19779	46576	33333.33	0	0	0.00
Mar	21238	67814	50000.00	3	3	2.21
Apr	9093	76907	66666.67	0	3	2.60
May	8523	85430	83333.33	0	3	2.93
June	8520	93950	100000.00	0	3	3.19
July	8376	102326	116666.67	0	3	3.42
Aug	13391	115717	133333.33	0	3	3.46
Sept	8746	124463	150000.00	0	3	3.62
Oct	8426	132889	166666.67	0	3	3.76
Nov	8585	141474	183333.33	0	3	3.89
Dec	8697	150171	200000.00	0	3	4.00

**Summary of Performance
Response to Odor Calls
2003**

Month	# of Odor Calls	# Over 60 Minutes	Monthly % Responded to in 60 Min or Less	YTD % Responded to in 60 Min or Less
Jan	155	0	100.00	100.00
Feb	138	1	99.28	99.66
Mar	125	0	100.00	99.76
Apr	126	0	100.00	99.82
May	127	0	100.00	99.85
Jun	95	1	98.95	99.74
Jul	107	0	100.00	99.77
Aug	111	1	99.10	99.70
Sep	105	0	100.00	99.72
Oct	161	0	100.00	99.76
Nov	135	0	100.00	99.78
Dec	115	0	100.00	99.80

**Summary of Performance
Staffing Levels**

Year	# of Employees
2003	63

Note: Please note that the Company's union staffing levels presented herein are consistent with the requirements of G.L. c. 164, §1E and remain consistent with the Department's findings in the Company's most recent base rate proceeding in D.T.E. 01-56. See page II-8.

**Summary of Performance
Restricted Work-Day Rate
2003**

Month	Hours Worked	Totals	MTD Hours per Employees	Restricted Work- Days Per Month	Restricted Work- Days YTD	Restricted Work-Day Rate YTD
Jan	26797	26797	16666.67	0	0	0.00
Feb	19779	46576	33333.33	0	0	0.00
Mar	21238	67814	50000.00	23	23	16.96
Apr	9093	76907	66666.67	34	57	49.41
May	8523	85430	83333.33	0	57	55.60
June	8520	93950	100000.00	0	57	60.67
July	8376	102326	116666.67	0	57	64.99
Aug	13391	115717	133333.33	0	57	65.68
Sept	8746	124463	150000.00	1	58	69.90
Oct	8426	132889	166666.67	0	58	72.74
Nov	8585	141474	183333.33	0	58	75.16
Dec	8697	150171	200000.00	0	58	77.25

**Summary of Performance
Property Damage Claims
2003**

Month	Number Paid Out Monthly	Dollars Paid Out Monthly	Number Paid Out YTD	Dollars Paid Out YTD
Jan	0	0	0	0.00
Feb	0	0	0	0.00
Mar	0	0	0	0.00
Apr	0	0	0	0.00
May	0	0	0	0.00
Jun	0	0	0	0.00
Jul	0	0	0	0.00
Aug	0	0	0	0.00
Sep	0	0	0	0.00
Oct	0	0	0	0.00
Nov	0	0	0	0.00
Dec	0	0	0	0.00
Total YTD			0	0.00

Note: This measures claims in excess of \$5,000. Because no such claims were made in 2003, no back-up data is provided with this filing.

**Summary of Performance
Unaccounted for Gas
2003**

Month	Total Sendout (Dekatherms)	Unaccounted For Gas (Dekatherms)	YTD % (Dekatherms)
July	334347	-6957	-2.081%
August	319356	2862	0.438%
September	352148	3726	0.370%
October	644039	148371	8.992%
November	818826	60429	2.448%
December	1028535	116645	3.335%
January	1235570	114641	2.422%
February	1065629	-125468	-2.164%
March	893494	-73140	-1.093%
April	669061	-70527	0.958%
May	382673	-66699	-0.861%
June	298670	-33556	0.952%
Total	8042348	70327	0.874%

Note: Data obtained from Berkshire Gas Company Operating Report which is used for reporting on US DOT Form RSPA F7100 1-1.

Summary of Performance Capital Expenditure Spreadsheet 2003

Description	Budget	Actual
Replacement Services	262,000	195,150
Service Improvements	124,000	95,475
System Improvements	105,000	51,367
Main Replacement - Bare Steel	109,117	16,874
Short Main Replacements	51,784	60,497
Cast Iron Main Replacement	40,000	48,829
Main Clamping	18,000	28,470
Main Replacement - DPW Projects	720,000	483,686
Corrosion Control	27,000	1,125
New Meters	177,862	176,939
Meter Connections	377,000	523,760
Production Plant Improvements	52,500	96,439
Tools & Work Equipment	83,946	133,719
General Retirements	140,000	178,483
Inactive Services	78,000	76,843
TOTAL CAPITAL BUDGET	2,366,209	2,167,656

Summary of Performance 2003 CAPITAL EXPENDITURE INFORMATION

As required by D.T.E. Order 99-84, Attachment 1, Section 8.E, the following report lists capital investment projects that relate to maintaining transmission and distribution reliability. The report contains the location and cost of modification, upgrade, replacement, and/or construction as well as a summary description of the project.

PROJECT NAME/REF	LOCATION	COST	SUMMARY DESCRIPTION
Highland Ave	Pittsfield	\$ 3,404.11	Regulator pit work
Canal St	Turners Falls	\$ 38,556.36	Regulator pit work
Furnace St	North Adams	\$ 20,256.79	Regulator pit work
Montague City Rd	Turners Falls	\$ 5,544.58	Bridge pipe work
Natural Bridge Rd.	North Adams	\$ 16,873.81	Retire and renew bare steel main
Willow St.	Adams	\$ 38,093.75	Short main replacement
Ensign Ave.	Pittsfield	\$ 11,096.21	Short main replacement
Bliss St.	North Adams	\$ 938.35	Short main replacement
Park St.	Turners Falls	\$ 1,876.25	Short main replacement
Brown St.	Lenoxdale	\$ 255.49	Short main replacement
Summer St.	Adams	\$ 7,738.13	Short main replacement
Camp Institute	Gt. Barrington	\$ 2,318.06	Short main replacement
West St.	Hatfield	\$ 485.90	Short main replacement
Adam St.	Pittsfield	\$ 17,388.73	Retire and renew cast iron main
Hathaway St.	North Adams	\$ 31,440.31	Retire and renew cast iron main
Enterprise St	Adams	\$ 19,057.91	Retire and renew main due to town DPW project
Maple St.	Greenfield	\$ 83,518.26	Retire and renew main due to town DPW project
Navin Hgts.	Lee	\$ 6,939.58	Retire and renew main due to town DPW project
Grunow Pl.	Pittsfield	\$ 6,066.71	Retire and renew main due to town DPW project
Church St.	Greenfield	\$ 21,215.75	Retire and renew main due to town DPW project
6 th St.	Pittsfield	\$ 10,498.07	Retire and renew main due to town DPW project
Natural Bridge Rd.	North Adams	\$ 24,176.24	Retire and renew main due to town DPW project
East St.	Pittsfield	\$ 8,759.81	Retire and renew main due to town DPW project
Buckley St.	Williamstown	\$ 56,531.01	Retire and renew main due to town DPW project

PROJECT NAME/REF	LOCATION	COST	SUMMARY DESCRIPTION
Cole Ave.	Williamstown	\$ 239,634.00	Retire and renew main due to town DPW project
Revilla Terr.	Pittsfield	\$ 19,935.78	Retire and renew main due to town DPW project
W. Main St.	North Adams	\$ 7,855.30	Retire and renew main due to town DPW project
Dunnell Rd.	Greenfield	\$ 28,789.35	Retire and renew main due to town DPW project
Houghton St.	North Adams	\$ 70,648.56	Retire and renew main due to town DPW project
Housatonic St.	Lee	\$ 23,193.66	Retire and renew main due to town DPW project
Morningside Ave.	Adams	\$ 20,216.14	Retire and renew main due to town DPW project
Massachusetts Ave.	North Adams	\$ 1,804.33	Retire and renew main due to town DPW project
Gregory Ave.	North Adams	\$ 2,475.74	Retire and renew main due to town DPW project
Federal St.	Greenfield	\$ 42,634.46	Retire and renew main due to town DPW project
E. Pleasant St.	Amherst	\$ 2,868.67	Retire and renew main due to town DPW project
		\$893,086.16	

Summary of Performance Consumer Survey Results 2003

2003 Customer Contact Survey

Question: Using a scale of 1= very dissatisfied and 7= very satisfied, how satisfied were you with the service you received from the customer call center at Berkshire Gas.

Berkshire Gas 2003 Contact Satisfaction December 2003	Overall		Residential		Commercial	
No. Cases	366	100%	337	100%	29	100%
1	18	5%	17	5%	1	3%
2	4	1%	4	1%	0	0%
3	8	2%	8	2%	0	0%
4	9	2%	8	2%	1	3%
5	34	9%	31	9%	3	10%
6	53	14%	50	9%	3	10%
7	232	63%	213	63%	19	66%
Don't know	8	2%	6	2%	2	7%
Wt. Avg.	6.0					

2003 Customer Survey - Random Calls

Question: Using a scale of 1= very dissatisfied and 7= very satisfied, how satisfied were you with the service you are receiving from Berkshire Gas.

	Residential	
No. Cases	350	100%
1	19	5%
2	5	1%
3	9	3%
4	19	5%
5	64	18%
6	53	15%
7	172	49%
Don't know	9	3%
Wt. Avg.	5.6	

Note: These surveys were performed by an independent firm, Research International. See Section IV for the summary report of Research International.

Summary of Performance
Accidents
2003

Accidents		
Year	Qty. Paid Out	Amount Paid Out
2003	0	\$0.00

Note: No backup data is included in this filing, as the Company experienced no accidents in calendar year 2002. The Company reports accidents consistent with the requirements of G.L. c. 164, §95.

**Summary of Performance
Customer Service Guarantees
2003**

Month	Number Paid Out Monthly	Dollars Paid Out Monthly	Number Paid Out YTD	Dollars Paid Out YTD
Jan	0	\$ 0.00	0	\$ 0.00
Feb	1	\$ 25.00	1	\$25.00
Mar	2	\$ 50.00	3	\$75.00
Apr	0	\$ 0.00	3	\$75.00
May	1	\$ 25.00	4	\$100.00
Jun	4	\$100.00	8	\$200.00
Jul	2	\$ 50.00	10	\$250.00
Aug	3	\$ 75.00	13	\$325.00
Sep	4	\$100.00	17	\$425.00
Oct	2	\$ 50.00	19	\$475.00
Nov	3	\$ 75.00	22	\$550.00
Dec	7	\$175.00	29	\$725.00
Total YTD			29	\$725.00

SECTION FOUR

BACKGROUND INFORMATION

Page IV-1 Background Data – Customer Survey Report

RESEARCH INTERNATIONAL



MEMO

TO: Chris Farrell
FROM: Jeff Banks
DATE: 2/20/2004
RE: 2003 Customer Satisfaction and Contact Satisfaction Results

In December 2003, Berkshire Gas Company commissioned Research International to conduct separate customer satisfaction surveys of its overall customer base and of customers who had recently contacted its Call Center. Each survey was based on a representative random sample.

Overall Customer Satisfaction Results

For the **overall customer satisfaction survey**, a random selection of residential customers was drawn from Berkshire Gas customer files, and 350 residential interviews were completed. Residential customers were screened to be the adult (co)head of the household, excluding anyone who works for a utility or market research company.

Results for the **overall customer satisfaction survey** show that approximately eight in ten (83%) residential customers give Berkshire Gas a "5" (18%), "6" (15%) or "7" (49%) on a 7-point scale of satisfaction *"with the service you are receiving from your natural Gas company, Berkshire Gas."* These results are reliable +/- 5 percentage points at the 95% confidence level. That is, allowing for tolerated sampling error, in 19 of 20 cases, results observed from a repeat of this survey would be within the range of 78% to 88%.

Excluding "Don't Know" responses from the calculation, the customer satisfaction result would be 85% positive rather than the 83% reported above.

The raw numbers in terms of actual residential customer responses and associated percentages to the 7-point scale in 2003 are as follows:

Response codes	"1"	"2"	"3"	"4"	"5"	"6"	"7"	"DK"
Responses	19	5	9	19	64	53	172	9
Percentages	5%	1%	3%	5%	18%	15%	49%	3%

Contact Satisfaction Results

For the **contact satisfaction survey**, the names and telephone numbers of customers contacting the Berkshire Gas Call Center during early December 2003 were recorded. These customers were then contacted randomly in December 2003 to yield completed interviews with 366 customers (337 residential and 29 business customers). Respondents were screened to be the individuals who had called the Call Center in the previous month.

Results for the **contact satisfaction survey** show that 87% of customers contacting Berkshire Gas in December 2003 gave a "5" (9%), "6" (15%) or "7" (63%) on a 7-point scale of satisfaction *"with the service you received from the customer call center of Berkshire Gas."* These results are reliable +/- 5 percentage points at the 95% confidence level. That is, allowing for tolerated sampling error, in 19 of 20 cases, results observed from a repeat of this survey would be within the range of 82% to 92%.

Excluding "Don't Know" responses from the calculation, the customer satisfaction result for the call center would be 89% positive rather than the 87% reported above.

The raw numbers in terms of actual customer responses and associated percentages to the 7-point scale in 2003 are as follows:

<i>Response codes</i>	"1"	"2"	"3"	"4"	"5"	"6"	"7"	"DK"
<i>Responses</i>	18	4	8	9	34	53	232	8
<i>Percentages</i>	5%	1%	2%	3%	9%	15%	63%	2%

We are confident that results of both these surveys accurately reflect customer satisfaction with Berkshire Gas, overall and with the Call Center. Our experience conducting similar research for gas and electric utilities across North America for over 25 years suggests that Berkshire Gas provided a strong level of service to its customers in 2003.

Sincerely,

Jeff Banks
Senior Vice President

RESEARCH INTERNATIONAL